

W-01303A-08-0227

SW-01303A-08-0227



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

4/10

Investigator: Carmen MadridPhone:Fax:Priority: Respond Within Five DaysOpinion No. 2009 78819Date: 5/8/2009Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: Cheryl M.

Gower

Account Name: Cheryl M. Gower & Jim GowerHome: (000) 000-0000Street:Work: (000) 000-0000City: Bullhead CityCBR:State: AZ Zip: 86426is:Utility Company: Arizona - American Sewer CompanyDivision: sewerContact Name: n/aContact Phone: n/aNature of Complaint:***** ARIZONA AMERICAN WATER COMPANY*****
*****MOHAVE WATER & WASTEWATER DISTRICT*****Arizona Corporation Commission
Consumer Services Section
1200 W. Washington
Phoenix, AZ 85007

Arizona Corporation Commission

DOCKETED

MAY 11 2009

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AZ CORP COMMISSION
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May 5, 2009

Dear Corporation Commissioners:

You recently paid a visit to the Bullhead/Fort Mohave area to hear our pleas. Unfortunately, my husband and I were unable to attend because we were delivering telephone books. I would like to take this opportunity to present some thoughts for your consideration, just in case they weren't expressed at the meeting.

Yesterday we received our Arizona American Water bill. There was an enclosure encouraging us to conserve water. It struck me that they are a water and sewer business, but those of us embroiled in this rate hike battle are only receiving sewer service. We pay another company (Utilities, Inc.) for our incoming water. On average our water bill is between \$15 - \$20. Our current sewer bill is \$49.75. My guess is that others in our area are paying around fifty dollars for both water and sewer. Now Arizona American wants to raise our sewer rate to \$90.00—this is just sewer. Incoming water \$20.00—outgoing effluent \$90.00? Where is the justice?

In our last election, my husband and I scrutinized the Voters' Pamphlet and in particular the Commissioners Section. We voted for those of you we felt would be especially sensitive to the needs of the people and not the greed of corporations. This rate increase definitely smacks of corporate greed. They want to put the expansion of their business directly on the existing residents' backs instead of spending their own capital or borrowing, to

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provide for service that is in the very distant future. Our telephone book delivery route was precisely the Desert Lakes and Los Lagos communities. They are like ghost towns with so many vacant homes it's unbelievable. Many have just dumped them, cut their losses and run. With exorbitant rate hikes like the one Arizona American is requesting, there will be many more of us. Please don't allow this to happen. Not one cent more. Please!

Sincerely,
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

5/8/09 Opinion noted and filed in Docket No. W-01303A-08-0227 and SW-01303A-08-0227. closed
End of Comments

Date Completed: 5/8/2009

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